

**ASHTABULA COUNTY DISTRICT LIBRARY
POSITION DESCRIPTION**

DATE:	<i>October 2020</i>	SALARY RANGE:	<i>\$17.48 – \$24.73 hour</i>
DEPARTMENT:	<i>Public Services</i>	HOURS OF WORK:	<i>40 hours, includes evenings and weekends</i>
POSITION:	<i>Front Desk Manager</i>	LOCATION:	<i>Ashtabula Library</i>
CATEGORY:	<i>Library Associate II</i>	LENGTH OF JOB TRAINING:	<i>6 months / 1 year</i>
IMMEDIATE SUPERVISOR:	<i>Public Services Coordinator</i>	OVERALL SUPERVISOR:	<i>Director</i>
		CAREER TRACK:	<i>Public Services Coordinator / Branch Manager / Director</i>

ESSENTIAL FUNCTIONS:

- While working in a team environment, this public service position oversees all activities in the operation of the Ashtabula Library Front Desk and coordinates circulation functions with other library departments throughout the Ashtabula County District Library system;
- This position includes supervising employees, providing above-and-beyond service to the public, and coordinating collection maintenance;
- Makes decisions independently on issues affecting daily routines;
- Assists in the implementation of the long-range Library goal of excellent customer service to patrons through staff training and maintaining harmonious relationships between public service staff and the public;
- Maintains the security/confidentiality of patron records of the Ashtabula County District Library system.
- With the assistance of the Public Services, Youth Services, and Outreach Services Departments, coordinate requests for information and materials including interlibrary loans;
- Performs circulation related administrative functions within the Library's automation system.

The Front Desk Manager promotes a positive work environment by maintaining respectful and courteous interactions at all times, builds relationships within the community, and provides excellent customer service by demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability or background.

QUALIFICATIONS:

A. Education/Experience: Four-year college degree preferred, however, other equivalent combinations of education, knowledge, and demonstrated ability to perform the essential duties and responsibilities may be substituted; 1-year library experience, preferably in public service duties. Must be able to pass a background check.

B. Knowledge of and Abilities:

- Knowledge of wide range of authors to assist with readers' advisory;
- Knowledge of Dewey Decimal Library Classification System and Ashtabula County District Library policies and procedures;
- Knowledge and use of Ashtabula Library adult, teen, and children collections;
- Knowledge of clerical practices and machines including keyboarding and filing, as well as English grammar/usage/spelling and business mathematics;
- Experience in the operation of computer hardware and software including word processing, spreadsheets and database management;
- Ability to adapt to change and anticipate needed changes due to evolving technologies and consumer needs;
- Knowledge of internet and library database searching;
- Strong technology skills;
- Knowledge of supervisory techniques as it relates to public service including scheduling, the ability to organize/delegate work assignments, and work flow for maximum results;
- Excellent interpersonal skills including the ability to establish/maintain harmonious relationships with customers, visitors, staff and supervisors;

B. Knowledge of and Abilities: continued

- Judgment and discretion is required due to access to confidential registration/borrower information;
- Ability to work independently and without supervision with a diverse population in the attainment of library objectives;
- Knowledge of superior customer service and public relations as it affects library operation and public perception;
- Exhibits positive attitude and willingness to accept change;
- Ability to carry out oral and written instructions;
- Willingness to assist in the planning of, as well as participate in, continuing education/seminars/workshops;
- Attention to detail;
- Strong problem solving skills;
- Ability to work evenings and weekends.

C. Desirables:

- Knowledge of SirsiDynix Symphony automation system;
- Knowledge of new technology as it relates to libraries;
- Previous supervisory experience;
- Spanish language is a plus.

EQUIPMENT AND EFFORT REQUIRED: Sufficient clarity of speech and hearing to communicate well with staff and guests. Sufficient vision to produce and review a wide variety of materials, written correspondence, reports and related material in both electronic and hard copy form. Sufficient mobility to move freely about in an office environment and to attend meetings/events in various locations within the library service area. Ability to operate equipment listed: telephones, fax, copier, online public access catalog (OPAC), personal computer (PC) and related software, peripherals, and printer. Manual dexterity for handling library materials, forms and supplies. Ability to change positions frequently from sitting to standing/walking. Ability to use and file items in cupboards/cabinets up to five feet in height. Ability to move items and materials up to 30 pounds in weight and push carts weighing up to 60 pounds.

PHYSICAL EFFORT AND STRESS:	HIGH	MEDIUM	LOW	NONE
Lifting		X		
Walking	X			
Standing	X			
Climbing		X		
Visual	X			
Limited movement or change of position		X		
Bending		X		
Stretching		X		

ILLUSTRATIVE DUTIES (100% of work time):

- Oversee the daily operation of the Ashtabula Library Front Desk and provide direct service to patrons;
- Supports team effort to maintain a safe and secure environment of customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures;
- Schedule the Ashtabula Front Desk staff to ensure the smooth and efficient operation of circulation/public services;
- Assign desk duty and off-desk tasks according to the needs of the library;
- Recommend new hires, trains, supervises, and evaluates Ashtabula Library Front Desk Services staff;
- Assist patrons with use of Online Public Access Catalog (OPAC) and provide routine reader's advisory services-- referring patrons to other departments for additional information as needed;
- Provide ongoing feedback to Supervisor and Administration regarding patron services and circulation matters;

ILLUSTRATIVE DUTIES (100% of work time): continued

- Oversee collecting and reporting of nonautomated statistics and submit a monthly report to the Board of Trustees;
- Oversee the processing of overdues for the Ashtabula Library;
- Maintain inventory of circulation supplies and request as needed;
- Assist in the planning and implementation of Ashtabula Library Front Desk staff meetings;
- Organize/generate/maintain a variety of circulation-related files including manuals, reports and statistics;
- Assist patrons in use of library technology services;
- Oversee the mending/conservation of Ashtabula library materials, suggesting items for purchase, weeding, and/or replacement in collaboration with the Digital Library Branch Manager;
- Prepare a variety of correspondence regarding circulation matters;
- Understand/interpret and assist in the ongoing evaluation of Ashtabula Library Front Desk policies/procedures in order to maintain positive work flow and excellent customer relations.

This list is illustrative of the types of duties typically performed in this position. It is not intended to be an exhaustive listing of each and every essential function of the job. These duties and functions may be adjusted from time to time as the needs of the library may warrant.

ACCOUNTABILITIES:

- Exhibits thorough knowledge of library policies and procedures including the support of First Amendment rights;
- Exhibits thorough knowledge of circulation policies and procedures and ensures that the circulation process is performed accurately, efficiently, and courteously;
- Ensures complete confidentiality of patron records is maintained;
- Ensures rules are applied equally to all staff and patrons;
- Ensures staff members are scheduled according to heaviest patron use times;
- Provides adequate supervision and training to enable desk staff to complete their duties accurately and efficiently;
- Demonstrates initiative, self-motivation, and enthusiasm for accomplishing work tasks and assignments;
- Maintains harmonious relationships with coworkers and the public and assists with questions or problems in a positive manner in order to attain excellent library services;
- Ensures all materials are well maintained and in good condition;
- Complete honesty is exhibited when handling money;
- Ensures accurate circulation statistics are maintained;
- Ensures patrons are assisted promptly and courteously with OPAC technical issues, and other requests for information;
- Ensures library procedures are followed when completing patron registration and issuing library cards;
- Returned materials are checked in accurately and shelved in the proper place;
- Fees and donations are handled according to library procedures;
- Overdue procedure is processed in a timely and accurate manner;
- Supplies are inventoried and requested when necessary;
- Shelves are read, straightened and kept neat at all times;
- Ashtabula Public Services Coordinator is kept informed of praises, opportunities, problems and developments.

EVALUATION: To be performed annually by the immediate supervisor and will be based on the job description, observation, and review of work completed and results achieved and/or compliance with set objectives.